



NAVAL SUPPLY SYSTEMS COMMAND

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# LSC Updates

LT Kerry Baker

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***Ready. Resourceful.  
Responsive!***

# ***CUSTOMER SERVICE***

- **BRAND NEW TEAM**

- **CDR BARRY DOWELL**

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- EMAIL: [barry.dowell@navy.mil](mailto:barry.dowell@navy.mil)

- **LT TIM LOTT**

- PHONE: 443-1224

- NIPRNET EMAIL: [timothy.lott@navy.mil](mailto:timothy.lott@navy.mil)

- SIPRNET EMAIL: [lt.timothy.lott@ftsclant.navy.mil](mailto:lt.timothy.lott@ftsclant.navy.mil)

- **LT KERRY BAKER**

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- NIPRNET EMAIL: [kerry.baker@navy.mil](mailto:kerry.baker@navy.mil)

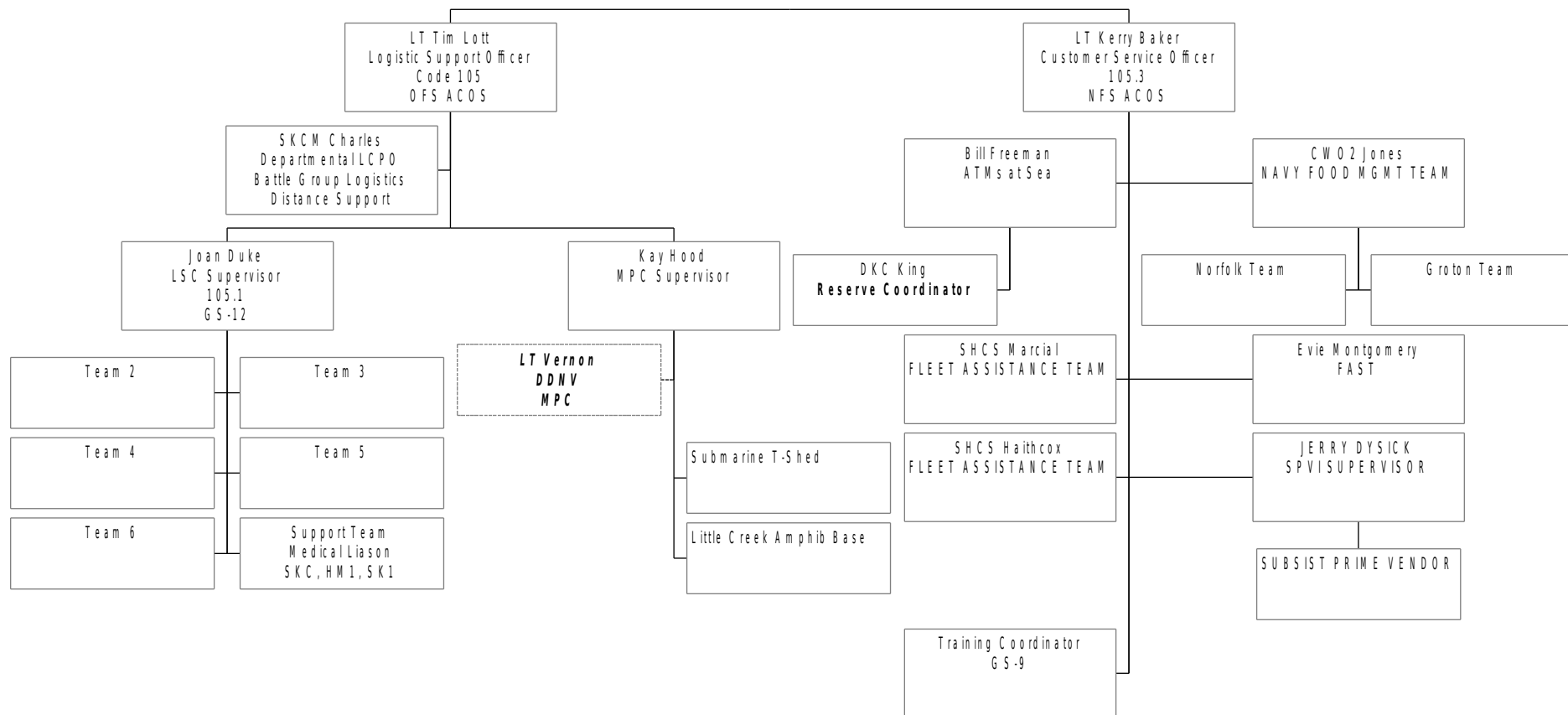
- SIPRNET EMAIL: [lt.kerry.baker@ftsclant.navy.mil](mailto:lt.kerry.baker@ftsclant.navy.mil)



NAVAL SUPPLY SYSTEMS COMMAND

FLEET & INDUSTRIAL SUPPLY CENTER NORFOLK

# SERVICE TO THE FLEET

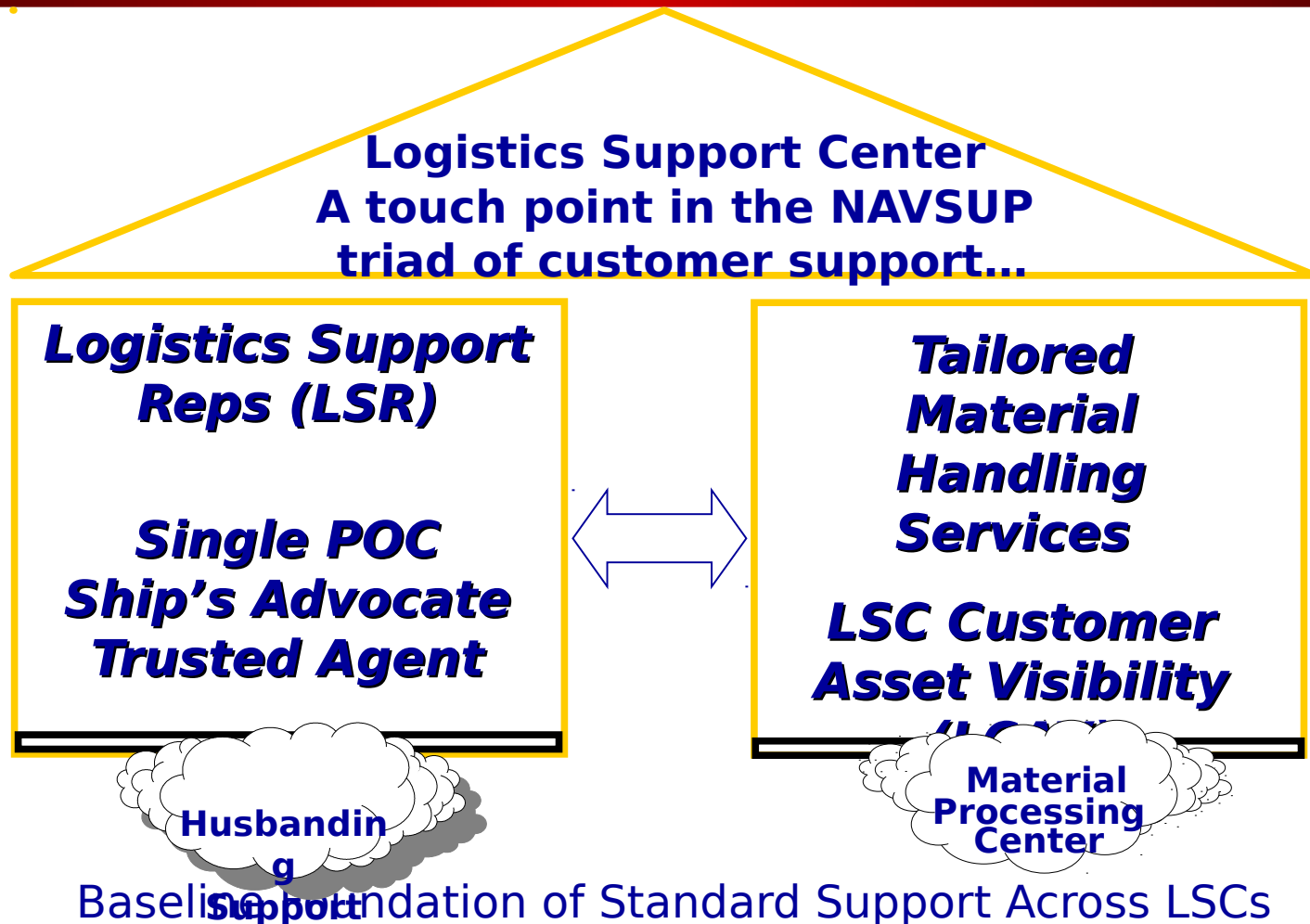


## ■ **No longer just husbanding support**

### ■ **Current Services**

- ***Traditional LSC Support***
- ***NFMT/FAT***
- ***ATMs at Sea***
- ***FAST***
- ***Medical Liaison***
- ***Broker of TARP/ECAP***
- ***MPC***
- ***Training at NSCS***

# Logistics Support Center (LSC)



# Material Processing Center (MPC)

## Logistics Customer Asset Visibility (LCAV)

### application

- Web enabled
  - Application server and Oracle Database Server at NAVSISA in Mechanicsburg
  - Repository for records of all MPC supported ships

### □ Uses non-RF *Symbol* scanners

### □ Robust functionality

- Tailgates / automated location assignments / manifest creation / proof of delivery / online visibility of material in MPC
- Customized material manifests
- Metrics and management reports
- AE1s, DRAs, TIRs, RIPS

# NFMT / FAT

- ❑ Transitioned to LSC as a part of Transformation
- ❑ Will continue to provide same services
- ❑ Scheduling for both can be handled by the



# ***Progress...NEW SPVI ADDRESS***

UNCLASSIFIED//

**R 061732Z JAN 04**

UNCLAS //N04420//

MSGID/GENADMIN/FISC NORFOLK VA/PM S & L//

SUBJ/SUBSISTENCE PRIME VENDOR NORFOLK VA EMAIL CHANGE//

POC/JERRY DYSICK/SUPERVISOR/CODE 105/LOC:FISC NORFOLK VA

/TEL:(757)443-1207//

RMKS/1. SUBSISTENCE PRIME VENDOR NORFOLK VA HAS CHANGED EMAIL  
ADDRESSES.

**THE NEW EMAIL ADDRESS IS FISCN\_SPVI@NAVY.MIL.**

2. SUBSISTENCE PRIME VENDOR NORFOLK VA WILL MONITOR THE OLD ADDRESS  
UNTIL 23 JAN 2004. AT THAT TIME, THE OLD ADDRESS SITE WILL BE  
SECURED.//



# TARP and ECAP

- ❑ Technical Assistance for Repairables Processes (TARP)
  - ❑ Contractors funded by NAVICP
  - ❑ Provide technical guidance on all aspects of repairables management
  
- ❑ Enhanced CHRIMP Afloat Program (ECAP)
  - ❑ Contractor funded by NAVSUP
  - ❑ Individual representative assigned to ship
  - ❑ Representative works with HAZMAT PO on all aspects of HAZMAT management



# ***Distance Support (DS)***

## **□ What is Distance Support?**

### **□ NAVSEA Managed Program**

- Tool set and processes to enhance fleet support**
- Collaboration infrastructure**

### **□ Participants- NAVSEA, NAVAIR, SPAWAR, NAVSUP, FTSC's, Fleet, BUMED, BUPERS, and other Govt. Activities**

### **□ 5 Program Areas**

- NICC: Single Point of Entry for services or requests 7/24/365**
- Distance Support Portal**
- Source of Support (SoS) Network**
- Collaboration Tool Suite**
- Program Metrics**

## **□ NAVSUP Role**

- Joint partner in the NICC and a Source of Support Provider for Supply, Logistics and other Services**

# ***TRIAD CONCEPT***

## **Navy Integrated Call Center**

- 24 hour gateway to the network of supply, logistics, and joint defense operations support providers.

**NICC**

**3 Support Areas  
Working as One**

**LSC**

## **Logistics Support Center**

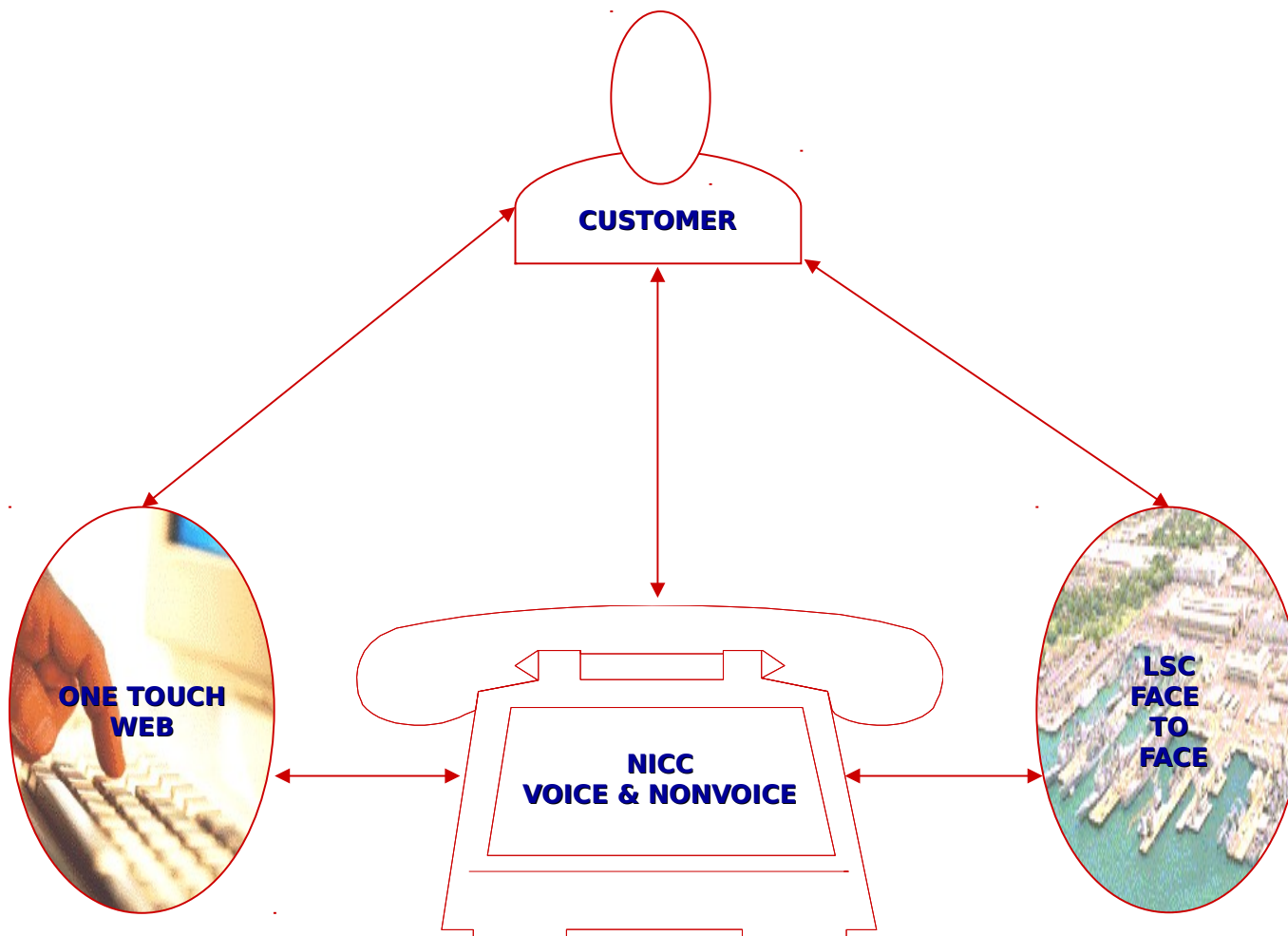
- Waterfront/flight line husbandry.
- Supply assistance teams.
- Direct services facilitator and advocate.

**OTS**

## **One Touch Supply**

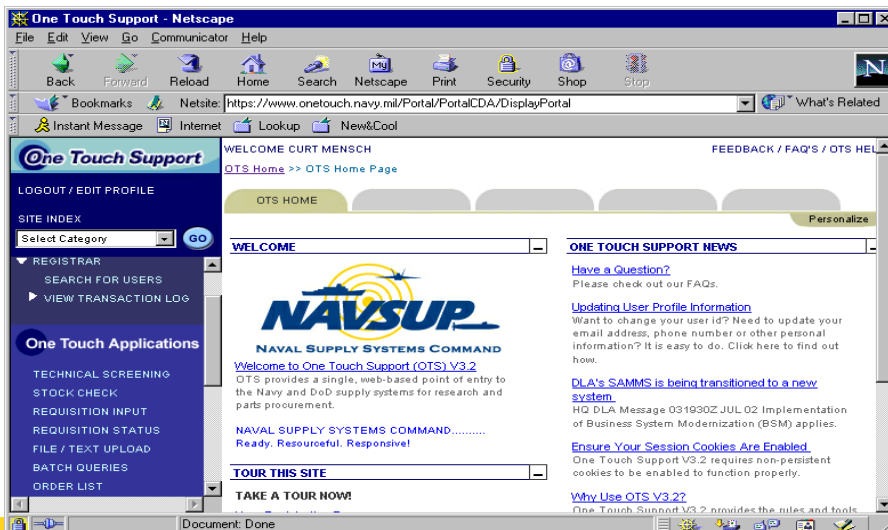
- 24 hour logistics information and support.
- Online supply inquiries, status, and requisition processing

# TRIAD Concept



# One Touch Support Web Overview

- ❑ Visibility and access to Navy & DoD supply data
- ❑ Single sign on for core supply functionality
- ❑ Access to e-Procurement through DoD Email
- ❑ Repository for Navy supply content
- ❑ Navy Web/Fleet firewall policy compliant
- ❑ Scalable, reliable, on-line help, site tours, feedback



**[www.onetouch.navy.mil/](https://www.onetouch.navy.mil/)**

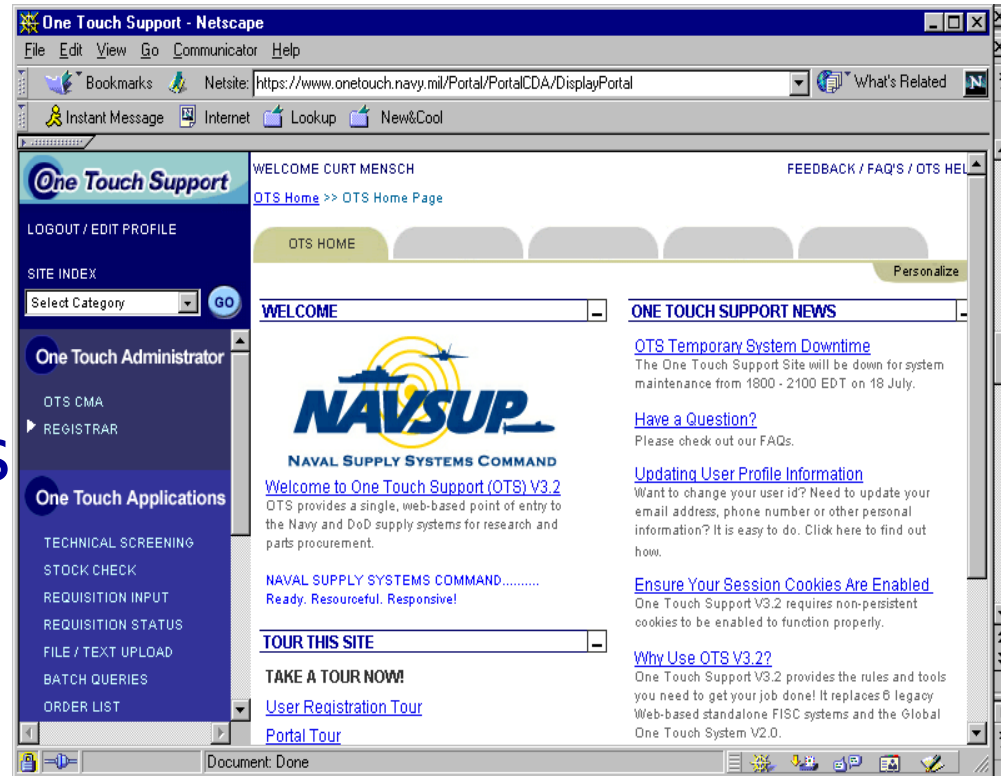
# OTS Capabilities

## Core Functions

- Technical Screening
- Stock Check
- Requisition Input
- Requisition Status

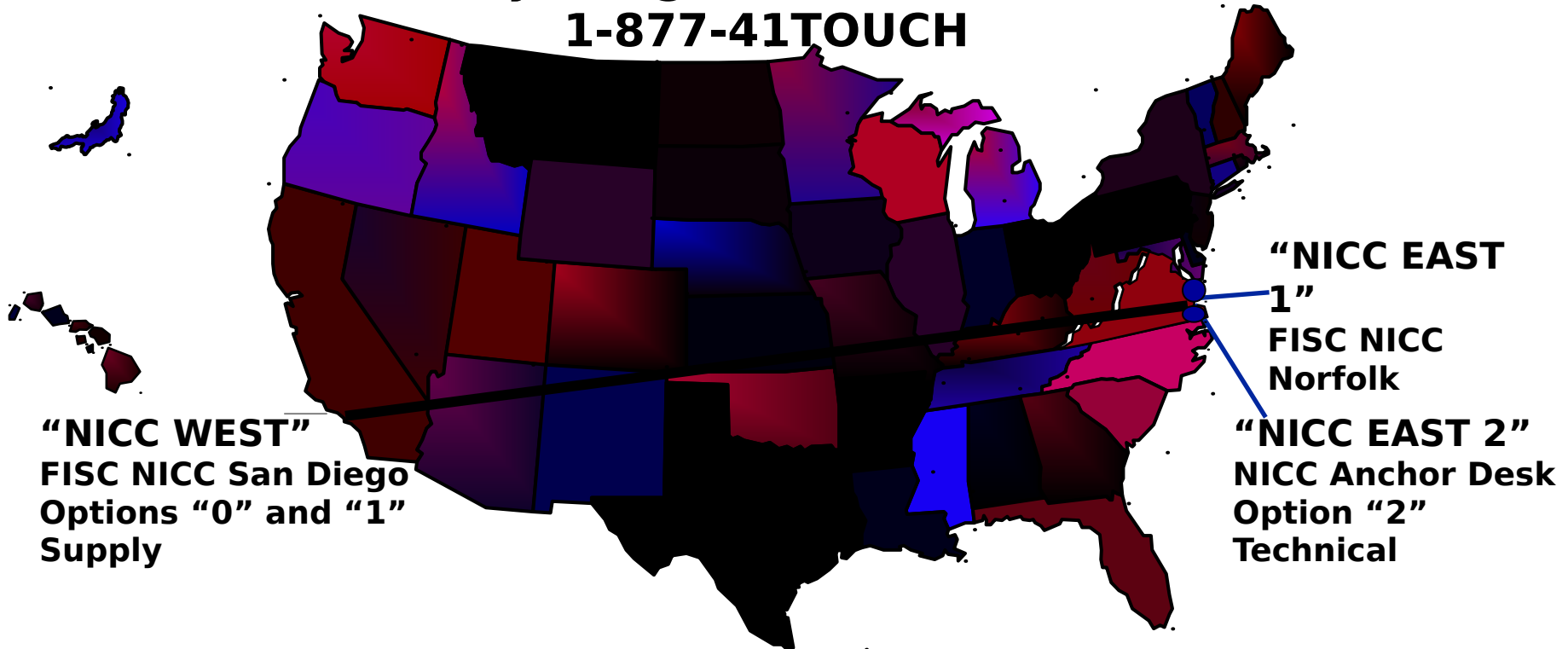
## Additional functions

- Personalization
- Business tabs
- e-Procurement – Links
  - DoD Email
  - NAVICP Sites
    - ICPMART
    - Chesterton Pumps



**PKI Certificate will soon be required**

## Navy Integrated Call Center 1-877-41TOUCH



Interactive Voice Response (IVR)  
connectivity to:

- All 6 FISCs
- All 12 NAVY DSS sites, NAVICP
- NAVSEA ANCHOR DESK

Incoming calls received into San Diego are routed to first available Customer Service Representative (CSR) at either San Diego or Norfolk unless customer chooses Option 2 in which case the call will be routed to NAVSEA Anchor Desk.

# Distance Support is . . .

- ❑ An innovative & integrated support system that:
  - ❑ Answers technical & personal questions
  - ❑ Resolves logistics problems
  - ❑ Resolves supply issues
  - ❑ Answers systemic problems
  - ❑ Improves equipment operability & maintainability
  - ❑ Enhances quality of service
- ❑ Includes efforts from LSC & NICC
- ❑ Both a Tool Set and a Process





NAVAL SUPPLY SYSTEMS COMMAND

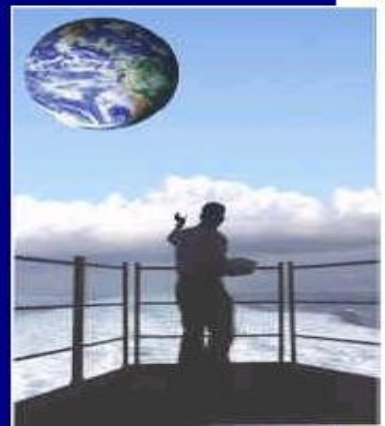
FLEET & INDUSTRIAL SUPPLY CENTER NORFOLK

# Distance Support

*a world of support*

*at your fingertips*

## Distance Support



Text Only

### Anchor Desk

*I need to . . .*

#### Talk to Someone Now

Click to find out how to reach the Navy's Integrated Call Center by phone, by email or Naval message.

#### Access the Portal

Click to access the Portal. Your window to a world of support.

#### Submit a Request

Click to submit an online distance support request. Any question. Any subject.

#### Use Collaboration Tools

Click to learn about collaboration tools NetMeeting® and Sametime Chat®

#### Learn About Distance Support

Click to gain access to: Metrics, Request Forms, Training Material, Project Documentation, PDA Applets, Discussion Area and Collaboratorium.

#### Ask the Chief



Tips on Asking

Just type in your question and click "Ask"

### View the Latest News, Happenings and Events

Catch the latest goings-on in the Distance Support world.

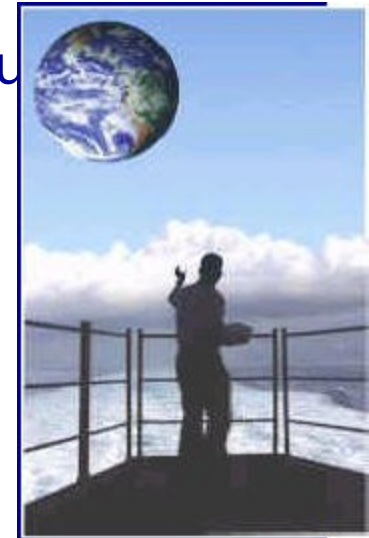
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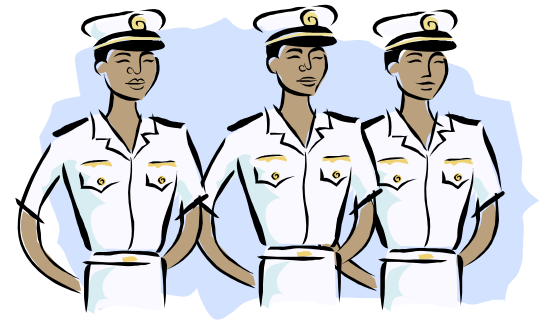
# Background

- ❑ CNO directed the development of Distance Support tools
- ❑ Current fleet support processes & data are disjointed
- ❑ Numerous methods of contacting Sources of Support (SOS)
- ❑ Not designed to replace current methods of support



# Who's Involved?

- ❑ All major System Commands, FTSC, Fleet Commanders
- ❑ Industry
- ❑ Other support commands such as:
  - ❑ NETC (Formerly CNET)
  - ❑ BUMED
  - ❑ BUPERS
  - ❑ DLA
  - ❑ Many others



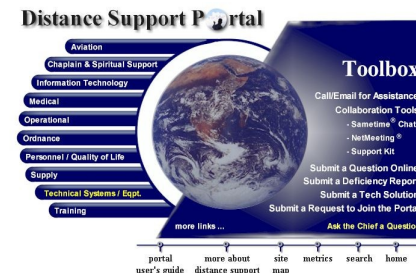
# NIPRNet-vs-SIPRNet

- NIPRNet and SIPRNet
  - Each is available on the Portal CD
  - Install program prompts you to load one
  - Header area of screen shows version number with “n” for NIPRNet or “s” for SIPRNet

- **NIPRNet - UNCLASSIFIED**

<http://anchor.desk.navy.mil>

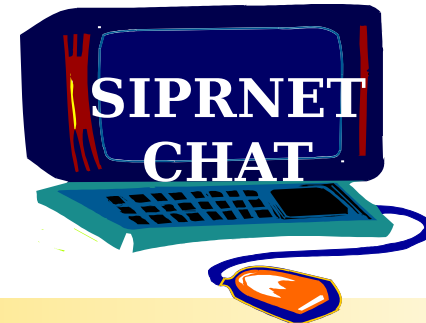
Provides access to One Touch Support



- SIPRNet - CLASSIFIED**

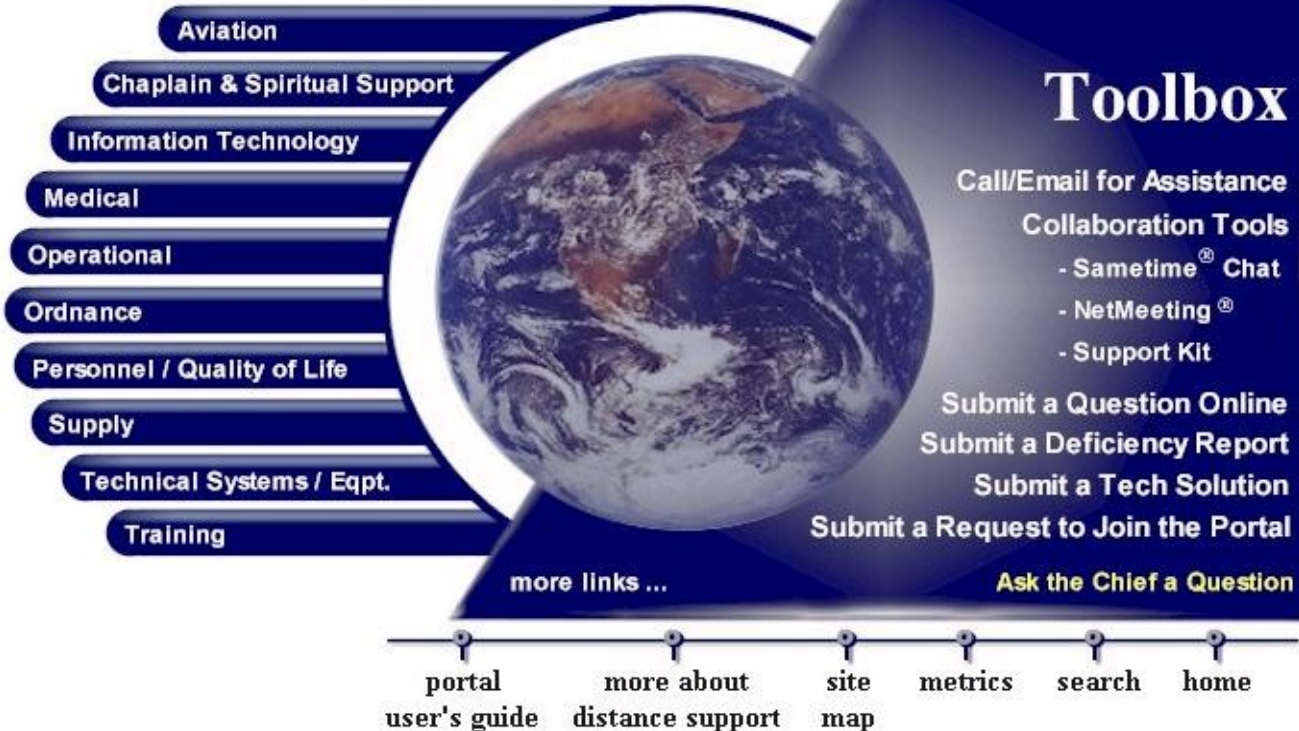
Schedule chat sessions thru Battle Group N4

FTSCLANT and FISC representative on-line to provide assistance



# Access The Portal

## Distance Support Portal



The screenshot shows the Distance Support Portal interface. On the left, a vertical menu lists various support categories: Aviation, Chaplain & Spiritual Support, Information Technology, Medical, Operational, Ordnance, Personnel / Quality of Life, Supply, Technical Systems / Eqpt., and Training. In the center is a large image of the Earth. To the right, a 'Toolbox' section contains links for 'Call/Email for Assistance', 'Collaboration Tools' (including Sametime Chat, NetMeeting, and Support Kit), 'Submit a Question Online', 'Submit a Deficiency Report', 'Submit a Tech Solution', 'Submit a Request to Join the Portal', and 'Ask the Chief a Question'. Below the main content area, a horizontal navigation bar includes links for 'portal user's guide', 'more about distance support', 'site map', 'metrics', 'search', and 'home'.

Installed Locally on Ships or Accessed through Web Browser

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NAVAL SUPPLY SYSTEMS COMMAND

FLEET & INDUSTRIAL SUPPLY CENTER NORFOLK

# Discussion

*Fleet and Industrial Supply Center, Norfolk, Virginia*

## The Seafarer

Volume 4, Issue 5      Customer Service Bulletin      January 2002

Shoots Marketing Video at FISC

hts, Cam

**Distance Support Portal**

- Aviation
- Chaplain & Spiritual Support
- Information Technology
- Medical
- Operational
- Ordinance
- Personnel / Quality of Life
- Supply
- Technical Systems / Equip
- Training

**Toolbox**

- Call/Email for Assistance
- Collaboration Tools
- Sametime® Chat
- NetMeeting®
- Support Kit

Submit a Question Online  
Submit a Deficiency Report  
Submit a Tech Solution  
Submit a Request to Join the Portal  
Ask the Chief's Question

more links ...

- portal
- user's guide
- distance support
- site map
- metrics
- search
- home

**Logistics Support Center**

1-877-41-TOUCH (DSN 510-42-TOUCH)

## LSR at your service

**SIPRNET CHAT**

**Hazardous Transshipments via Defense Distribution Depot Norfolk (DDN)**

NAVSUP  
NAVAL SUPPLY SYSTEMS COMMAND  
Fleet & Industrial Supply Center Norfolk

Defense Distribution Depot (DDN)  
Provides hazardous transshipment services

Just contact  
ESOC at 1-757-413-3370 (email: [ddesoc@ddc.navy.mil](mailto:ddesoc@ddc.navy.mil))  
or  
A specialist at 1-757-413-3388 (email: [dstamps@ddc.navy.mil](mailto:dstamps@ddc.navy.mil))

**Support Representative**  
Logistics Support Center

1968 Gilbert Street  
Suite 600  
Norfolk, VA 23511-3392

(757) 443-1000  
FAX (757) 443-1000  
DSN 646-1234  
Cell 286-1234

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Fleet & Industrial Supply Center Norfolk

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Logistics Support Center

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